

Message Text

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ACTION SCA-01

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FM AMCONSUL SEVILLE
TO SECSTATE WASHDC 1306
INFO AMEMBASSY MADRID

UNCLAS SEVILLE 0034

E.O. 11652: N/A
TAGS: 0GEN, SP
SUBJECT: NON-IMMIGRANT VISA ISSUANCE PROCESS

REF: 021246

1. REFTEL WAS GREATLY WELCOMED AT POST, ESPIECIALLY
POSITIVE EMPAHSIS ON PUBLIC RELATIONS ASPECT OF NIV
PROGRAM.

2. FOLLOWING IS POINT-BY-POINT DISCUSSION OF REFTEL
GUIDELINES.

A. OPERATIONS

1. IN THE SUMMER OF '73 THIS POST BEGAN PROGRAM
OF OPENING VISA SECTION TO PUBLIC ONLY IN MORNING
HOURS (0830-1300) AND WE HAVE BEEN VERY HAPPY WITH
RESULTS. IT ALLOWS FOR MORE EFFICIENT USE OF BOTH
TIME AND PERSONNEL, ESPECIALLY BY KEEPING AFTERNOONS
QUIET AND FREE FOR VISA-BY-MAIL AND OTHER WORK. WE
HEARTILY RECOMMEND PROGRAM TO OTHER POSTS.

2. IT IS NOT POSSIBLE FOR US TO HOLD ALL INITIAL
INTERVIEWS WITH AMERICAN OFFICERS BECAUSE OF VOLUME OF
BUSINESS AND OTHER DEMANDS ON THE AMERICAN VISA OFFICER'S
TIME. (HE IS ALSO POST'S PROTECTION AND WELFARE OFFICER.)
INITIAL INTERVIEWS ARE HELD BY AN EXPERIENCED LOCAL
EMPLOYEE AND AS THROUGHOUT VISA PROCESS, EMPHASIS IS ON
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GOOD PUBLIC RELATIONS.

3. A LARGE PERCENTAGE OF POST'S BUSINESS IN NOW
"VISA-BY-MAIL" AND WAITS FOR VISAS AT CONSULATE ARE
USUALLY QUITE SHORT.

4. TELEPHONE REQUESTS FOR VISA INFORMATION OF A
ROUTINE NATURE ARE HANDLED BY TELEPHONE OPERATOR AND
MORE DETAILED ONES URENPASSED ON TO VISA SECTION AS
SUGGESTED IN REFTEL. POST DOES USE TAPE RECORDING
DURING OFF-DUTY HOURS TO GIVE INFORMATION IN SPANISH
AND ENGLISH ON POST'S HOURS.

5. IN MOST CASES, THE POST ISSUES VISAS FOR THE
MAXIMUM VALIDITY AND WILL EXPAND THE PRACTICE AS PER
THE REFTEL.

6. THIS PARAGRAPH OF REFTEL DOES NOT APPLY AS THIS
POST DOES NOT HANDLE THAT MANY VISA APPLICANTS.

B. WORKLOADS AND STAFFING

1. AGAIN, BECAUSE OF THE VOLUME OF BUSINESS HERE, THIS
PARAGRAPH DOES NOT APPLY. BOTH VISA-BY-MAIL AND IN-PERSON
APPLICATIONS ARE USUALLY PROCESSED ON THE SAME DAY THAT
THEY ARE RECEIVED.

2. THIS SUGGESTION IS IN OPERATION ALREADY, THOUGH
USUALLY NOT APPLICABLE BECAUSE OF THE VOLUME OF
BUSINESS HERE.

3. NOT APPLICABLE

C. POST RESPONSIBILITIES

1. N.A.

2. THE POST HEARTILY APPLAUDS THIS POINT. WE
HAVE RECENTLY DONE A NUMBER OF THINGS TO ENHANCE THE
ENVIRONMENTAL QUALITY OF OUR PUBLIC AREAS (NEWLY-PAINTED
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WALLS, NEW CARPETS, PHOTOGRAPHS ON THE COUNTER, POSTERS
ON THE WALLS INSTALLATION OF A MUSAK SYSTEM AND PLAN TO
DO MORE. WE ESPECIALLY BELIEVE PLACING GREEN, GROWING
POTTED PLANTS IN PUBLIC AREAS AND WORK SPACES TREMENDOUSLY
ENHANCES ENVIRONMENTAL QUALITY.

D. EVALUATION

1. MANY OF REFTTEL GUIDELINES HAVE ALREADY BEEN INSTITUTED
BY THIS POST AND THOSE OTHERS WHICH WE WILL NOW IMPLIMENT WILL
NOT, AT PRESENT, REQUIRE ADDITIONAL FUNDS, EQUIPMENT OR PER-
SONNEL.
CUTTER

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